

EXPRESS MAIL NO. EL029404386US

PATENT  
Attorney Docket No. 01-4004A

**ABSTRACT**

[0281] A system for analyzing the performance of an interactive voice response (IVR) system operates to record from end to end plural calls from callers. For a plurality of calls, the system codes and annotates an agent-caller interaction, including a topic discussed during the interaction; detects a routing operation of the IVR system by detecting a sequence of events in the IVR system, with reference to a call-flow file that summarizes the call-flow model of the IVR system, for each call; and cross-tabulates routing information obtained from the detected sequence of events with results from the coded and annotated agent-caller interactions.